



## UNITED STATES PATENT AND TRADEMARK OFFICE

COMMISSIONER FOR PATENTS  
UNITED STATES PATENT AND TRADEMARK OFFICE  
WASHINGTON, D.C. 20231  
www.uspto.gov



Bib Data Sheet

CONFIRMATION NO. 6431

<b>SERIAL NUMBER</b> 09/823,770	<b>FILING DATE</b> 03/31/2001 <b>RULE</b>	<b>CLASS</b> <del>485</del> 379	<b>GROUP ART UNIT</b> <del>2881</del> 2642	<b>ATTORNEY DOCKET NO.</b> M-11405 US
------------------------------------	---	---------------------------------------	--	--

**APPLICANTS**  
Anil K. Annadata, Milpitas, CA;  
Wai H. Pak, Hercules, CA;  
Mingtse Chen, Fremont, CA;  
Henry D. Jay, San Mateo, CA;

**\*\* CONTINUING DATA \*\*\*\*\***  
None @HN

**\*\* FOREIGN APPLICATIONS \*\*\*\*\***  
None @HN

**IF REQUIRED, FOREIGN FILING LICENSE GRANTED**  
\*\* 05/11/2001

Foreign Priority claimed <input type="checkbox"/> yes <input checked="" type="checkbox"/> no	<b>STATE OR COUNTRY</b> CA	<b>SHEETS DRAWING</b> 41	<b>TOTAL CLAIMS</b> 32	<b>INDEPENDENT CLAIMS</b> 3
---	-------------------------------	-----------------------------	---------------------------	--------------------------------

35 USC 119 (a-d) conditions met  
☐ yes ☒ no ☐ Met after Allowance

Verified and Acknowledged  
Examiner's Signature: HN Initials: HN

**ADDRESS**  
SKJERVEN MORRILL MACPHERSON LLP  
Suite 700  
25 Metro Drive  
San Jose, CA 95110

**TITLE**  
System and method for maintaining real-time agent information for multi-channel communication queuing

<b>FILING FEE RECEIVED</b> 1056	FEES: Authority has been given in Paper No. _____ to charge/credit DEPOSIT ACCOUNT No. _____ for following:	<input type="checkbox"/> All Fees <input type="checkbox"/> 1.16 Fees ( Filing ) <input type="checkbox"/> 1.17 Fees ( Processing Ext. of time ) <input type="checkbox"/> 1.18 Fees ( Issue ) <input type="checkbox"/> Other _____ <input type="checkbox"/> Credit
------------------------------------	---	---